



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application Number: 09/723,519
Filing Date: 11/28/2000
5 Applicant: Howard Young
Application Title: **CUSTOMER RELATIONSHIP
MANAGEMENT BUSINESS METHOD**
Examiner: Meinecke Diaz, Susanna M.
Art Unit: 3623

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AMENDMENT UNDER 37 C.F.R. §1.111

Commissioner of Patents
P.O. BOX 1450
Alexandria, VA 22313-1450

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Sir:

In response to the office action mailed December 31, 2003, kindly amend the
above application as specified in the following pages.

Amendments to the claims begin on page 2.

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Remarks begin on page 4.

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